

TO: Telecommunications Coordinators

FROM: W.M. Vetter, Manager
Bureau of Communication and Computer Services

DATE: November 23, 1998

RE: Centigram Voice Mail Service in Springfield/Chicago Centrexes

All Springfield and Chicago voice mail users have been successfully converted to our new Centigram voice mail system. We are pleased to announce that the following rate reductions will go into effect on November 1, 1998.

Type	Current Monthly	New Monthly	Current Install	New Install
Class of Service 2 (COS 2)	\$ 9.00	\$5.00	\$15.00	\$10.00
Class of Service 3 (COS 3)	\$11.00	\$8.00	\$15.00	\$10.00
Transfer Box	\$ 2.25	\$2.00	\$15.00	\$ 5.00
Pager Notification	\$ 5.00	\$5.00	N/C	\$ 5.00
Virtual Box	\$10.00	\$8.00	\$15.00	\$10.00
Virtual Transfer Box	\$ 2.25	\$2.00	\$15.00	\$ 5.00

Advanced voice mail application prices will be available when the new per minute usage billing format is completed. Until that format has been changed, you will be billed at current rates. The attached pages outline policy and procedural changes associated with the implementation of our new service.

Please contact your **Communications Systems Specialist (CSS)** if you have any questions regarding these changes.

off, or poor quality messages be kept so that the originating port can be identified and the trouble resolved.

Routine Maintenance:

Routine Maintenance on the voice mail system will be performed twice each month. In order to accomplish this the systems will be unavailable during the times listed below.

Springfield Maintenance Schedule:

First and third Sunday of each month
6 a.m. to 8 a.m.

Chicago Maintenance Schedule:

First and third Sunday of each month
8 a.m. to 10 a.m.

Please contact Gary Wasilewski at 217/524-0011 if you have any questions or concerns regarding the above routine maintenance periods.

Application development:

Agencies should contact their Communications Systems Specialist (CSS) for assistance in designing and configuring new voice mail applications.

Training:

New voice mail users are strongly encouraged to attend of the regularly scheduled classes listed below.

Springfield:

1st and 3rd Wednesday of each month
3:30 p.m.
Conference Room 2 East
CMS Communications Center
120 W. Jefferson, Floor 2

Chicago:

3rd Wednesday of the month
10 a.m.
Room location varies, so please call the help desk at 217-557-4357
James R. Thompson Center
100 West Randolph Street

On site training can be scheduled for larger installations (8 or more mailboxes) by calling **Jane Ihnen at 217/557-3984.**